

## Kualitas pelayanan KRL Commuter line rute Jakarta-Bogor berdasarkan persepsi Mahasiswa Universitas Indonesia = Service quality of KRL Commuter line route Jakarta-Bogor based on perception of Students of the University of Indonesia

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### Abstrak

Skripsi ini membahas persepsi mahasiswa Universitas Indonesia terhadap kualitas pelayanan KRL Commuter Line rute Jakarta-Bogor. Penelitian ini merupakan penelitian dengan menggunakan pendekatan kuantitatif dengan tujuan deskriptif dimana peneliti berusaha untuk menggambarkan kualitas pelayanan KRL Commuter Line berdasarkan persepsi mahasiswa Universitas Indonesia.

Hasil penelitian menyarankan bahwa pelayanan KRL Commuter Line perlu ditingkatkan dari segi frekuensi perjalanan, ketepatan waktu, fasilitas pendukung, penyesuaian harga, pusat informasi mengenai jadwal, layanan informasi dalam gerbong, kemampuan petugas, keamanan, kebersihan serta kenyamanan dalam gerbong KRL Commuter Line, guna memberikan pelayanan maksimal kepada penumpang.

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The focus of this study is about the student's perceptions in University of Indonesia about service quality of the KRL Commuter Line especially in Jakarta- Bogor's route. This is a quantitative's research with the descriptive purpose, in which researcher try to describe service quality of KRL Commuter Line based on tudent's perception in University of Indonesia.

The result suggests that services of the KRL Commuter Line should be improve in many ways, such as the requency of schedule, accuration of time, facilities, adequacy of the price, nformation centre about the schedule, information service in the cab of KRL Commuter Line, ability of the officer, security, cleanliness, and also comfortness cab of the KRL Commuter Line, for give a maximum service for the passenger.